



MASTER PLUMBERS AND MECHANICAL SERVICES ASSOCIATION OF AUSTRALIA

EMPLOYEE HANDBOOK

Name Signed..... Date / /



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2. Master Plumbers and Mechanical Services Association of Australia

Master Plumbers was established in 1891. Our mission is to provide members with training, advice and services aligned to their business needs. Our large membership represents a powerful and reputable group and we lobby on behalf of members to protect and effect change to the industry and in support of various plumbing, business and environmental recommendations.

3. Master Plumbers and Plumbing Apprentices Queensland (PAQ)

3.1. History

The Master Plumbers Association was established in 1891 as an employer association representing and assisting the plumbing industry. We operate a GTO in Queensland employing up to 80 apprentices at any one time which commenced late in 2020.

In 2009, we established a state-of-the-art nation leading training centre - our Plumbing Industry Climate Action Centre (PICAC), where many of our GTO apprentices are formally trained if the location is convenient to you. The training provided at PICAC ensures that your apprenticeship training is always modern and future oriented, providing you with training on the latest methods and products as soon as they are available.

The advantage of completing your apprenticeship through Master Plumbers is that you can learn and understand each speciality field of your trade, and if you wish later in your apprenticeship, you can elect to specialise in a field.

3.2. Group Training System

Group Training Organisations (“GTO”) are a major employer of apprentices across Australia. They employ large numbers of apprentices and utilise businesses called ‘Host Employers’ to provide on the job training. The GTO monitors the apprentices’ progress for the term of the apprenticeship and ensures rotation between Host Employers that help them become proficient in the skills they are required to demonstrate to become competent tradespersons.

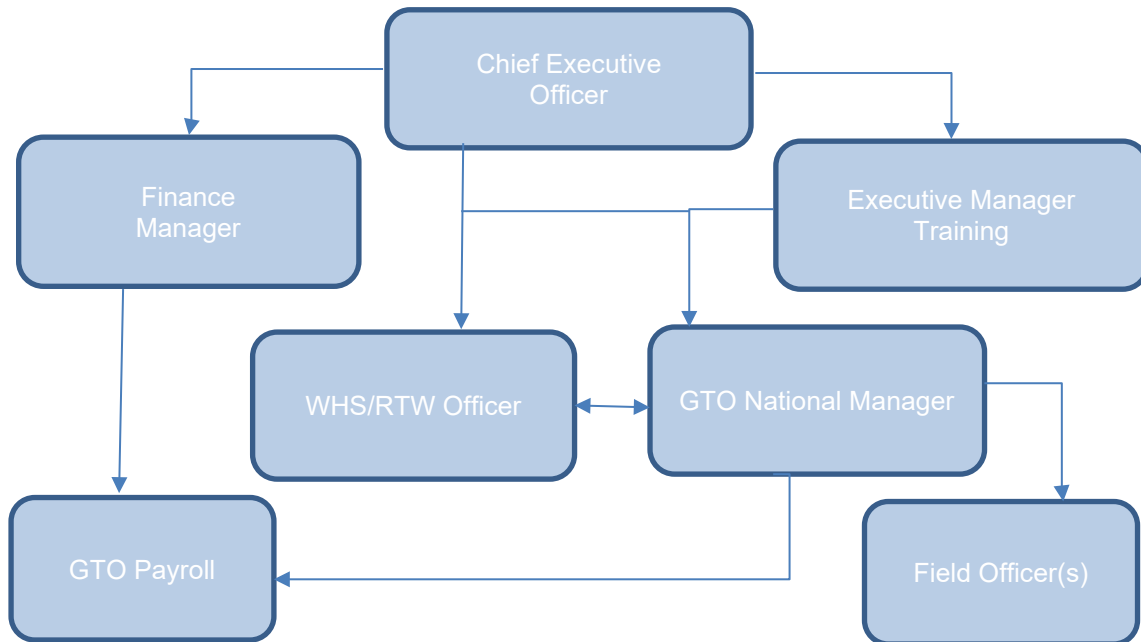
Master Plumbers is a specialist GTO servicing the plumbing, roof plumbing and the air conditioning industry. We will provide you with the support you need so that you can gain your qualification as outlined in your Training Contract.

The aim of the Master Plumbers Group Training Scheme is to:

- Work with the industry to establish an understanding with all stakeholders for the training and assessment of an apprentice.
- Co-ordinate with the Host Employer and ensure they provide you with appropriate on the job training, supervision, support and mentoring.
- Ensure that the scope of workplace training meets the requirements of the Training Contract and ensure progression of your training in accordance with the Training Plan.
- Ensure we move you from host to host where needed to provide you with the opportunity to practice on the job the things you are learning in your formal training. This will help you become a proficient and highly skilled tradesperson during the term of your apprenticeship.
- Ensure you are provided with placements with Host Employers that are safe, that bullying, and harassment and discriminatory practices are eliminated, and that you receive the mentoring and support you need via a dedicated Field Officer to facilitate the completion of your apprenticeship.
- Provide you with information as to how your qualification can articulate into higher level qualifications in the future to progress your future career.
- Wherever we can, help you to work through any issues you may encounter that may affect the successful completion of your apprenticeship, whether they are personal, connected to the workplace or your formal training.
- Listen to your feedback and use it to further improve our outcomes.
- Promote best practice within the industry.
- Contribute to industry improvements through education and training.

Master Plumbers commitment and responsibilities are detailed in our Apprenticeship and Traineeship Services Agreement (ASTA) which Master Plumbers enters into with each Apprentice/Trainee.

3.3. Master Plumbers Group Training Scheme Org Chart



This chart depicts the responsibilities for the operations of the GTO at Master Plumbers. There are clear escalation points for any issues you may have during your apprenticeship, and we have established grievance and complaints procedures if you would like to escalate anything you feel is important.

4. Roles and Responsibilities

4.1. Role of Supervising Registered Training Organisation (SRTO)

A Supervising Registered Training Organisation (e.g. TAFE or our own PICAC) has been approved to conduct off the job training and issue a qualification that is aligned with the Australian Quality and Training Framework. The SRTO will:

- Deliver the off-the-job training as set out in the Training Contract and the negotiated training plan. To become a registered plumber, you will be required to demonstrate proficiency and competence both in the training environment and in the workplace in accordance with the requirements of the Queensland Building and Construction Commission (QBCC). As such we have a standard training plan available on our website for you to review.
- Support you with any Language, Literacy or Numeracy issues during your apprenticeship, with additional support to be provided where needed by Master Plumbers GTO.

- Provide you with tuition and instruction and ensure you are technically competent in all elements of the training plan.
- Work with Master Plumbers to monitor your progression with the training plan, implementing any additional support required to enable you to complete your apprenticeship.
- Work with Master Plumbers who will, together with our Host Employer(s) provide an assessment as to your level of proficiency on the job in completing all the necessary components of your training to enable you to work safely, competently and unsupervised as a plumber once registered.
- Provide Master Plumbers reports as to your attendance, attitude and any support you may require.

4.2. Role of the Apprentice

You have obligations both under the Training Contract, your Employment Contract and your Apprenticeship and Traineeship Services Agreement with Master Plumbers.

The training contract provides that you have the following obligations that are together monitored by the State Training Authority and the federal government representative (known as the Apprentice Connect Australia Provider) who ensures that you are meeting your obligations under the funded training you are receiving:

I agree that I will:

- a) attend work, do my job, and follow my employer's instructions, as long as they are lawful*
- b) work towards achieving the qualification stated in our Training Contract*
- c) undertake any training and assessment in our Training Plan*

At Master Plumbers, your employment in the apprenticeship can only continue while you comply with the obligations in your training contract. There are also situations that may arise however that can lead to the suspension or cancellation of your training contract that are provided for in this handbook and in your employment contract.

The Apprenticeship and Traineeship Services Agreement (ATSA) outlines the commitments and responsibilities for both Master Plumbers and you whilst undertaking your apprenticeship with us. The ATSA can be found at our website at: <https://plumber.com.au/apprenticeships/paq/join-plumbing-apprentices-queensland/>

In general terms, to successfully complete your apprenticeship, you will:

- Understand that this is effectively the beginning of a 4-year long job interview. Your own conduct with your Host Employer(s) during your apprenticeship will directly affect your ability to be employed after it is completed. Always conduct yourself with your Host Employer in a way that shows you are diligent, attentive, listening and hard-working.
- Attend any arranged placement with a Host Employer as directed to complete practical on-the-job training.
- Ask to be shown how to complete tasks on the job if you are unsure, demonstrating that you are interested and asking questions so that you can correctly complete the task.
- Seek help from your Master Plumbers Field Officer if you are feeling uncomfortable, if there is something you are having trouble with or you have any issue that may interfere with your ability to complete your apprenticeship.
- Be on time and of a standard of personal presentation as required by your Host Employer.
- Attend any meetings scheduled to provide you with information, support or assistance throughout your apprenticeship.
- Keep yourself and others safe while you are performing work using all Personal Protective Equipment as directed and at all times. If you need anything replaced, advise your Master Plumbers Field Officer immediately. If you are unsure how to work safely, ask your Host Employer before you conduct work. If you are injured advise both your Master Plumbers Field Officer and your Host Employer who can help you recover and return to your apprenticeship as soon as possible.
- Perform non-trade tasks incidental to trade related work in support of your Host Employer.
- Attend and satisfactorily complete compulsory off-the-job training at a Supervising Registered Training Organisation (SRTO) nominated by Master Plumbers.
- Carry out workplace duties within the requirements of the [National Code of Good Practice for Australian Apprenticeships](#).
- Other duties as required subject to skill, experience and training.

4.3. Role of the Host Employer

A Host Employer is a business or proprietor that has been approved to provide you with on-the-job training. They pay Master Plumbers to hire you for a minimum period of time. The Host Employer will:

- Provide an environment and culture beneficial to learning and development, supporting you learn how to become a plumber on the job.

- Ensure that you have adequate opportunities to acquire skills and knowledge.
- Assign qualified and competent staff to act as mentors for guidance and development and teach you how to complete tasks in the workplace.
- Help Master Plumbers to assess your level of proficiency in each area required to be demonstrated in the training plan.
- Communicate with us, providing us with feedback as to how you are performing, and any assistance you may need or areas of improvement for us to help you with.
- Hire you for an agreed minimum duration, subject to your own conduct and willingness to learn the requirements on the job.
- Provide a safe and healthy working environment for you that ensures you are free from discriminatory treatment, bullying & harassment and injury and is otherwise compliant with the law.

4.4. Role of the Field Officer

As an employee of Master Plumbers, the Field Officer has the responsibility for ensuring that you develop into a proficient and competent tradesperson who can gain registration and later work unsupervised in this highly specialised trade without endangering public safety. As such, it is in your best interests that your Field Officer monitors you and your progress extremely closely. Our Field Officer(s) will:

- Conduct information sessions for current and potential apprentices.
- Follow strict recruitment practices to ensure that apprentices employed have the attributes required to set them up for later registration and understand the specific ongoing requirements of the Queensland Building and Construction Commission upon completion.
- Ensure all government and regulatory requirements are met.
- Visit apprentices while at work and at the SRTO on a regular basis to monitor, mentor and ensure progression in the training plan and the availability of suitable work for you to practice the skills you are learning at your SRTO.
- Prepare and present written field reports to Management on each visit with you at work or at your SRTO.
- Keep track of your on-the-job skill development, ensuring you are moved to different Host Employers as required in order to properly develop your skills.
- Monitor your progress in the off-the-job training at your SRTO and ensure you attend as directed and satisfactorily progress.
- Counsel you as required in relation to performance and conduct at work and your SRTO.

- Be your dedicated mentor and provide you with access to any specialist assistance you might need either personally or professionally to facilitate the completion of your apprenticeship.
- Ensure Host Employers provide appropriate learning and workplace environment including workplace health and safety.
- Comply with all Master Plumbers policies including but not limited to our Code of Conduct, Access & Equity Policy, Grievance Policy and Procedures and all other policies located on our website.

4.5. State Training Authority

The training contract is regulated by relevant state-based legislation and the Department of Trade, Employment and Training (DTET):

Department of Trade, Employment and Training

PO Box 15483

City East Brisbane QLD 4002

Ph: 13 74 68. Web: www.dtet.gov.au Email: apprenticeshipsinfo@qld.gov.au

4.6. Apprentice Connect Australia Providers

Apprentice Connect Australia Providers (ACAP) are contracted by the Commonwealth Government to provide information and administrative support in relation to training contracts. The ACAP will coordinate the completion and lodgement of the training contract and provides information on training incentives available to employers and apprentices. They also provide monitoring and checking that apprentices remain employed and administer the legalities of the training contract and government requirements.

The terms and conditions of employment are governed by a combination of the Fair Work Act and Modern Awards and the powers contained in the Further Education and Training ACT 2014. The ACAP are not empowered to provide advice in this area. In the event of dispute, employment arrangements subject to the apprenticeship training contract are first referred to the State Training Authority to assist in resolution.

5. The Training Contract

You will complete all practical on-the-job experience and theoretical training requirements to achieve the required qualifications so as to undertake plumbing, roof plumbing or refrigeration/air-conditioning work.

It is essential that the training contract is signed by you and Master Plumbers within 28 days of the employment commencing. In practical terms it is our usual practice to ensure that all paperwork is completed at a formal induction into your apprenticeship.

6. Registration as a Plumber & Personal Conduct During Apprenticeship

In general, all Plumbing, Roof Plumbing and Air-conditioning/Refrigeration work may only be performed by a licensed or registered person or by an apprentice supervised and working under a training contract.

	Queensland
Regulator	Queensland Building and Construction Commission
Licenses	Queensland Building and Construction Commission
Legislation	<i>Building Act 1975 Plumbing and Drainage Regulations 2019 Queensland Building and Construction Commission (Mechanical Services) and Other Legislation Amendment Regulation 2019</i>

As such, it is important that during your employment you conduct yourself to ensure continued compliance with the registration requirements. As part of your pre-employment process, you were asked questions to ensure that at that time you would be able to obtain registration.

The detailed requirements are contained on the Queensland Building and Construction Commission website (www.qbcc.qld.gov.au).

In addition, Master Plumbers will be placing you with a variety of Host Employers, many of whom have special requirements. At all times you must be eligible to hold a Working with Children Check and be able to pass a National Police Check.

If you are arrested, accused or convicted of any offence, or if anything comes up that might prevent you from becoming registered once you've finished your trade, you are required to inform your Field Officer. We may be able to support you and limit the impact on your future career if these are disclosed early.

6.1. Child Safety

Master Plumbers takes its obligations in compliance with the Queensland Working with Children Regulations seriously. We require you to be eligible to hold a Working with Children Check at all times, and we also require our Field Officers and management staff to hold a Working with Children Check at all times.

If you suspect child abuse or are the victim of inappropriate conduct at any time, report it immediately to your Field Officer, or if the perpetrator is your Field Officer, to the GTO National Manager at Master Plumbers. These personnel will assist you to follow the procedures and ensure child safety.

6.2. Probation Period

Your training contract allows for a probationary period, for apprentices this is 90 days, for trainees 60 days. During this period your training contract may be terminated by either party with one weeks' notice.

6.3. Termination Outside of the Probationary Period

Your employment may be terminated before the completion of the training contract in the following circumstances:

- When your performance or conduct does not meet the requirements of the training contract;
- By mutual agreement between yourself and Master Plumbers; or
- If your performance or conduct is considered unsatisfactory.

If none of the above occur, your employment will finish at the end of the training contract. In managing your employment with Master Plumbers, we will comply with our disciplinary procedures and those prescribed by the Fair Work Act.

7. The Employment Contract

7.1. Offer of Employment & Employment Contract

You will receive an email inviting you to attend induction along with an Employment Contract which outlines details of your employment. Together with the Training Contract, the ASTA and all other policies and procedures of Master Plumbers, these spell out the obligations of all parties during the period of your Apprenticeship.

7.2. Award

The Plumbing and Fire Sprinkler Fitters Award 2020 or the Electrical, Electronic and Communications Contracting Award 2020 applies to employees, including apprentices, who are engaged to provide plumbing, roof plumbing and fire sprinkler fitting or refrigeration and air conditioning services respectively.

[Plumbing and Fire Sprinklers Award 2020](#)

[Electrical, Electronic and Communications Contracting Award 2020](#)

At your induction, you will be provided with a simple sheet that documents the wages and conditions applicable under your relevant award at the commencement of your employment. As award rates change, you will be provided with further information during your employment.

Throughout your apprenticeship you may be placed with particular host employers that pay higher rates of pay to apprentices. When this occurs, we will pay you an above award allowance for the time that you are placed with that host employer.

7.3. Hours of Work

Your normal work week will consist of 38 hours (RDO may be applicable), worked between 6.00am – 6.00pm Monday to Friday. Work outside of these hours will be paid at overtime or shift penalties may apply, in accordance with the Award and any PAQ EBA or other PAQ Agreement.

7.4. Allowances

- Refer to the Wage Rate Information Sheet supplied to you at induction and when things change from time to time.
- Fares are payable on each day that you travel directly from home to the work site and, transport is not provided/paid for by employer.
- Travel Allowance is payable on each day that you travel directly from home to the work site.
- Other allowances may also apply in relation to the duties performed (e.g. site and multi-storey building allowances). See the allowances section of the relevant award to see if you are entitled to any other allowances.

7.5. Host Employer Site Rates

Sometimes a host employer wishes to pay apprentices rates that are above the Award or PAQ EBA, usually in response to an active EBA or Site Agreement applying to a particular host or site.

If this occurs, you will achieve higher rates of pay, but only whilst the conditions that attracted the higher payment remain. As such you must never rely on higher rates of pay continuing and always refer to the Award rate information sheet as to the rate of pay that has been provided to you because at any time, you could be placed with a Host Employer that does not pay higher rates. Think of it as a ‘bonus’ and an ability for you to save money or buy some additional tools, but Master Plumbers strongly advises you not to enter into loan or other commitments that rely upon these rates of pay continuing.

7.6. National Employment Standards

The National Employment Standards (NES) together with Modern Awards set the minimum terms and conditions of employment.

NES	Entitlements
Fair Work Information Statement	The Fair Work Information Statement must be issued to all new employees upon commencement of employment.
Maximum Weekly Hours of Work	38 ordinary hours per week, plus reasonable additional hours. Hours of work will be determined in accordance with the Plumbers and Fire Sprinkle Fitters Award 2020 or the Electrical, Electronic and Communications Contracting Award 2020.
Request for Flexible Working Arrangements	If you are a parent or carer, you can ask for a change in working arrangements to care for young children under school age, or children under 18 with a disability. Flexible working arrangements will be considered in accordance with the Master Plumbers Flexible Working Arrangements Policy.
Public Holidays	You will be entitled to the benefit of gazetted public holidays without loss of pay (i.e. paid day off or alternative day off) Employees are entitled to the benefit of the following gazetted public holidays: <ul style="list-style-type: none"> • New Year’s Day • Australia Day • Labour Day • Anzac Day

	<ul style="list-style-type: none"> • Good Friday • Easter Sunday • Easter Monday • Christmas Day • Boxing Day <p>Public Holidays will be determined by the relevant state government. For example Melbourne Cup Day for Metropolitan Melbourne and EKKA for Metropolitan Brisbane.</p>
<p><u>Notice of Termination</u></p>	<p>Should your employment be terminated, you will be entitled to notice as follows:</p> <ul style="list-style-type: none"> • Up to 1 year of service – 1 weeks’ notice • More than 1 year and up to 3 years’ service – 2 weeks’ notice • More than 3 years and up to 5 years’ service – 3 weeks’ notice • More than 5 years service – 4 weeks’ notice (For cases of serious misconduct termination will be without notice)
<p><u>Annual Leave</u></p>	<p>You will accrue 4 weeks of annual leave each year (unused leave accrues)</p> <p>Can be taken:</p> <ul style="list-style-type: none"> • At a mutually agreed time • By direction of Master Plumbers in the case of a closedown or where an employee has excess annual leave accrual <p>Procedure:</p> <ul style="list-style-type: none"> • You will be required to submit a request for leave to management for consideration prior to commencing leave (we recommend no less than 4 weeks prior to proposed commencement date to allow for processing and approval). • Following approval, the completed leave application shall be forwarded to Payroll for processing and record keeping purposes. • Leave applications may not exceed the employee’s accrued annual leave entitlement. We will not approve an application which puts your leave balance in the negative.
<p><u>Personal (Sick/ Carers) Leave</u></p>	<p>10 days each year (unused leave accrues)</p> <p>Can be taken:</p> <ul style="list-style-type: none"> • If you have a personal illness or injury (sick leave); or • If you need to provide special care and support for a member of your immediate family or household (carers)

	<p>leave) who requires care because of personal illness or injury of the immediate family member; or</p> <ul style="list-style-type: none"> • An unexpected emergency affecting your immediate family member. <p>Procedure:</p> <ul style="list-style-type: none"> • As soon as you are aware that you will be absent from work for one of these reasons, you must notify us; • You need to advise how long you expect to be absent, and the reason for the absence; and • You will be required to provide evidence (e.g. medical certificate) at the request of the manager.
<u>Carer's leave</u>	2 days unpaid leave per permissible occasion (if no paid personal leave left)
<u>Compassionate Leave</u>	<p>2 days per occasion (no accrual)</p> <p>Can be taken for:</p> <ul style="list-style-type: none"> • Spending time with a person who: <ul style="list-style-type: none"> ○ Is a member of the your immediate family or a member of your household; and ○ Has a personal illness or injury, that poses a serious threat to his or her life; or • After the death of a member of your immediate family or a member of the your household. <p>Procedure:</p> <ul style="list-style-type: none"> • As soon as you are aware that you will be absent from work for one of these reasons, you must notify us; • You need to advise how long you expect to be absent, and the reason for the absence; and • You may be required to provide evidence such as a notice in the paper if requested by the manager.
<u>Family and domestic violence leave</u>	<p>Employees of small businesses* – 5 days unpaid leave per year until 1 August 2023. From 1 August 2023, 10 days paid leave per year Employees of other businesses – 10 days paid leave per year * A small business is a business which had less than 15 employees on 1 February 2023.</p>
<u>Jury Service Leave</u>	<p>Make-up pay:</p> <ul style="list-style-type: none"> • If you are absent for Jury Service Leave, we will make up your pay to your usual rate for the first ten (10) days that you are absent or

	<ul style="list-style-type: none"> • In accordance with the relevant state legislation; whichever is greater. <p>No payment of jury service will be paid until such time as an approved leave application and supporting documentation (including evidence of jury service payments) has been received by Payroll.</p> <p>You may be permitted to access annual or long service leave entitlements during any interim period.</p> <p>Procedure:</p> <ul style="list-style-type: none"> • As soon as you are aware that you will be absent from work for Jury Duty, you must notify us; • Provide reasonable evidence that you need to attend jury service.
<p><u>Parental Leave</u></p>	<ul style="list-style-type: none"> • Up to 52 weeks of unpaid leave at the time of birth or adoption of a child • Up to 3 weeks of unpaid leave can be taken by the partner at the time of birth/ adoption • Parental leave may be extended by an addition 52 weeks • Special unpaid maternity leave when an employee is unfit for work prior to birth (deducted from 52 weeks) • Up to 2 days unpaid pre-adoption leave <p>Procedure: Refer to policy</p>
<p><u>Community Service Leave</u></p>	<p>An employee who is a voluntary member of: State Emergency Service, St John Ambulance or Rural Fire Service etc. may be granted:</p> <ul style="list-style-type: none"> • Unpaid leave; or • Paid leave in accordance with the relevant state legislation; <p>for the period that they are absent from duty as a result of their attendance at an emergency.</p> <p>You may be permitted to access annual or long service leave entitlements during the period of absence due to community service leave.</p> <p>Procedure:</p> <ul style="list-style-type: none"> • Pre-approval process including: <ul style="list-style-type: none"> ○ Notify Master Plumbers of their volunteer activity in advance; and ○ Provide certification from the volunteer organisation.

	<ul style="list-style-type: none"> • Notify the manager of the intended absence and the expected duration of the absence as soon as practicable. • Approval and duration of community service leave will be subject to the operational requirements of the business.
<p>Long Service leave</p>	<p>As an employer in the construction industry, Master Plumbers is registered with the relevant state-based portable long service leave fund:</p> <ul style="list-style-type: none"> • Queensland - QLeave <p>Master Plumbers will report all hours you have worked (including hours spent in off-the-job training).</p> <p>These hours will count as service for the purposes of long service leave entitlements. Unless exceptional circumstances apply, long service leave will only be paid when a person has completed a minimum of 7 years (full-time) employment in the construction industry.</p>

7.7. Leave Policy and Procedure

If you need to take leave in one of the above categories, you are required to:

- Notify the Field Officer and the Host of the intended absence as soon as possible.
- Obtain approval for absence prior to the actual absence (may not apply in exceptional/emergency circumstances).
- Notify your Field Officer and Host of the expected duration of the absence; and
- Provide reasonable evidence to support the basis of your absence, e.g. copy of Jury duty letter, copy certification from volunteer organisation, copy death notice, together with any leave application forms.

Personal/Sick leave – evidence requirements

We will pay personal sick or carers leave in accordance with the National Employment Standards. All full day absences of personal leave must be supported by a medical certificate.

Failure to comply with the above requirements may prevent us from being able to pay you paid leave or be regarded as unauthorised absence from duty.

NB: Leave Without Pay and extended absence from your apprenticeship is not an entitlement and will be subject to the discretion of the Master Plumbers. If the duration is extended, this may result in a variation to your Training Contract and

can mean that it will take you longer to complete your apprenticeship. For more information, contact a Field Officer.

7.8. Timesheets

Master Plumbers uses a web-based electronic timesheet system known as AnyTime to record your hours of work. Anytime can be accessed through any device that has internet access (e.g., mobile, laptop, iPad). You will be provided with login details to the AnyTime system when you commence employment.

The AnyTime Timesheet User Guide can be found in Appendix 3 of this handbook.

Your timesheet is a communication tool from you (and approved by your Host Employer) to Master Plumbers, and forms the basis of your wages, allowances, leave and other employment entitlements. Timesheets are essential records that ensure that Host Employers are billed accurately.

It is your responsibility to ensure that you submit your timesheets within the timeframe. This allows Master Plumbers to have enough time to process your wages and entitlements accurately each week.

Timesheets are also a legal document. Should you provide misleading information in your timesheets, we will regard this as fraud/theft, and it will be treated accordingly.

Accurately complete your timesheets by:

- **Recording the correct hours worked on a daily basis (including recording lunch/meal breaks);**
- **Recording the “Work Type” to reflect when you have been working with a Host, attending training or on leave.**
- **Ensuring you select the appropriate supervisor to approve your timesheet.**
- **Ensuring you submit timesheet on time each week.**

Your completed timesheet must be received by the Master Plumbers office by **10.00 am each Monday.**

If you have any queries in relation to completing your timesheet, you can contact payroll at: gts@plumber.com.au or call 1800 133 871 or 03 9321 0706.

Should you forget to submit your timesheet on time, Master Plumbers will be unable to accurately assess what payment of wages and entitlements you are

due, and this may result in a disruption to payments. Payment may be deferred to the following pay period.

TIP: Program a reminder, e.g electronic diary, calendar or telephone alarm, to ensure you submit your timesheet on time so you get paid on time.

7.9. Sample timesheet

Pay Period: 21/11/2022 - 27/11/2022
+

▼ Pippa SPANNER (Master Plumbers)

Supervisor: Wayne Smith ▼ +

Week/Day	Start Time	Start Break	End Break	End Time	Hours	Work Type
Mon (21/11)	07:00	10:30	11:00	15:30	8.00	Hours Worked +
Tue (22/11)	07:00	10:30	11:00	15:30	8.00	Hours Worked +
Wed (23/11)	07:00	10:30	11:00	15:30	8.00	Hours Worked +
Thu (24/11)	07:00	10:30	11:00	15:30	8.00	Hours Worked +
Fri (25/11)	07:00	10:30	11:00	15:30	8.00	Hours Worked +
Sat (26/11)						Hours Worked +
Sun (27/11)					0	Hours Worked +
Total					40.00	

OHS

I was injured during working hours this pay period yes no

An incident notification was sent to Plumbing Apprentices Queensland (PAQ) yes no

Did you approach your supervisor / site safety officer with any safety or incident concerns? If yes, please provide a brief description. yes no

Does your host have a trip requiring an over night stay scheduled in the future? If yes, when and where? yes no

Do you have a new direct supervisor in this pay period? If yes, please provide name and contact number. yes no

▶ Allowance

▶ Note

▶ Attachment

Save
Calculate
Save & Submit
Submit & Approve
Copy Last Timesheet
Close

7.10. Payment of Wages and Payslips

You will usually be paid by electronic funds transfer into your nominated bank account on Thursday evening of each week.

Under no circumstances are you to accept cash or goods in lieu of payment from your Host.

Your payslip will be issued each week via email every Thursday. We encourage you to check your payslips to ensure you are paid for time you have worked.

If you have any concerns regarding your payment, please contact the Payroll Department at gts@plumber.com.au, or call 1800 133 871 (03 9321 0743).

7.11. Personal Details

It is a condition of your employment that you notify us of any changes to your personal contact information. Changes to your personal contact details may be included in the notes section of your online timesheet or by completing an *Employee Details Form* available from your Field Officer.

8. Your Apprenticeship

8.1. Site Visits

As part our monitoring and mentoring practice, and depending on your individual needs, your Field Officer will visit you at least every 2 months. These site visits are a great opportunity for your Field Officer to get an understanding of how you are progressing in your apprenticeship – both with your training and with your work, but they are also there for you to raise any concerns you may have.

If you are struggling with a personal matter, or any element of your apprenticeship, we invite you to discuss this with your Field Officer, who can help you or refer you to an appropriate service if you need specialized help.

Things that are generally discussed in these visits may include:

- Formal training – results of assessments, your progression throughout the course, attendance, areas to focus on.
- Your on-the-job training – how you have settled in, skills you have picked up, things you are working on. In this we will be working to establish your proficiency in the tasks that are required to be demonstrated consistently on the job in order to sign you off as a competent.

- Any issues you may be having.
- Any areas you feel you need to improve in
- Whether you need extra assistance either personally or for example with Language, Literacy or Numeracy.

A record of your site visit will be kept, and your Host Employer and Field Officer, along with you, will sign off on the Site Visit report.

8.2. Additional Support

You may find that at some point during your apprenticeship you need some external assistance or intensive support. Below you will find links to key organisations who may be able to assist:

[Beyond Blue](#) - provides information and support to help everyone in Australia achieve their best possible mental health

[Headspace](#) – Youth mental health foundation.

[Services Australia](#) – Financial assistance for students, trainees and apprentices

[Legal Aid](#) – Legal Advice

[Salvation Army](#) – Housing and Addiction services

[Mates in Construction](#) – Mental health support and counselling

[TIACS \(This is a Conversation Starter\)](#) - Mental health support and counselling

[Qld Department of Education](#) – Language, Literacy and Numeracy Support

8.3. Toolkit

Your ordinary wages include an allowance for the purchase of tools. During your apprenticeship it is recommended that you acquire the necessary tools to perform the duties of a tradesperson. You may be entitled to other incentives relating to tools. Contact your Field Officer for more information.

8.4. Rotation between Host Employers

One of the items that will be regularly discussed at your site visits is what you are learning on the job. It may be necessary to rotate your work placement with one or more Host Employers to ensure that you are receiving a variety of training and are gaining all the skills necessary to work as a qualified tradesperson upon completion.

We may request that you assist us to find you a placement with a suitable Host Employer during a period of 'downtime'. This may include creating/updating a skill profile to reflect skills and experience and contacting employers directly. If we request this of you, it is because you will likely have networks and connections of your own, and it will also be useful practice when looking for work after you complete your apprenticeship.

8.5. Stand down due to lack of work

On occasion, there may be a lack of available work with a suitable Host Employer. Should this occur, it is in everyone's best interests to get you back to work as soon as possible, so we will ask you to work with us to manage the impact of a period of stand down.

We will investigate what accrued entitlement options you have available to ensure you continue to be paid.

We may:

- Ask you to come into our office and assist us to find a suitable Host employer for you – this is known as 'downtime' and payment will occur in line with the relevant procedure to a maximum of 10 days in an employment year.
- Have you attend formal training if it is available, for which you will be paid.
- Invoke our agreement that you will use accrued RDOs and Annual Leave in these circumstances.
- Reduce the time of employment and the corresponding value of wages in the period pursuant to the State Training Legislation.
- Suspend the training contract and corresponding employment contract.

8.6. Termination

In the unfortunate event that your employment is terminated, it will occur in accordance with the provisions of the training contract and the National Employment Standards.

If you decide to terminate your employment, you are required to provide a minimum notice of termination in accordance with the National Employment Standards. If you do not provide adequate notice, we may withhold wages in lieu of notice.

Before we decide to terminate your employment, we will follow our Performance Management Policy and the relevant provisions of your employment contract.

Immediately upon termination of employment for any reason, you must return all property belonging to us (or Host), including uniforms and personal protective equipment. If you do not return all property you have been issued, we may recover the monetary amount from your termination pay.

We may also deduct from your final pay amounts relating to (but not limited to): repayment of property not returned to Master Plumbers (or Host) on termination, wages paid in advance, leave taken in advance which had not yet been accrued, or monies which were paid in error.

9. Code of Conduct

Employees are subject to the terms and conditions of Master Plumbers Code of Conduct which has been made available to you prior to employment on our website at: <https://plumber.com.au/paq/> and is set out below.

9.1. General Standard of Conduct and Behaviour

As our employee, you will be required to conduct, behave and present yourself in a manner that promotes a high standard of customer service, promotes respect and courtesy, enhances the reputation of the Master Plumbers and the Host, and aligns with our ethos of:

“Expert. Committed. Professional. Safe.”

9.2. Purpose, Scope & Aim

The purpose of this Code is to set out your responsibilities in relation to the required standards of behaviour and conduct.

It applies to all apprentices of the Master Plumbers’ and Mechanical Services Association of Australia and all related entities (Master Plumbers, PAQ) in any office, site, location or vehicle at or in which you perform work or are required to present in the course of your duties.

This Code will continue to have force and effect during any periods of leave whether the leave is paid or unpaid.

The aim of this Code is to ensure delivery of efficient, consistent and professional standards of employee conduct and behaviour.

9.3. Mobile Phones Conduct

Mobile phones present a safety hazard by distracting you from concentrating on your duties.

If you are issued with a mobile for work purposes, the phone is to be used for work purposes only, except in the case of an emergency or when prior arrangements have been made with your Host supervisor.

You are not permitted to be in possession of or use your personal mobile phone during work hours (except during your break times). Any personal calls (including emergency contact) may be directed through your Field Officer or Host.

You should ensure your relatives and friends are aware of this policy and are not contacting you while you are at work.

9.4. Motor Vehicles

If you are issued a vehicle to use for work purposes or, if you are required to travel between worksites using your own vehicle, you must ensure you:

- Hold a valid driver's licence.
- Comply with all relevant road and traffic laws.
- Maintain the vehicle in a neat and clean condition.
- Report all damage to the Host immediately; and
- Use the motor vehicle only as directed or authorised by the Host.

Should you be involved in any motor vehicle accident or receive a summons for a motor vehicle conviction it must be reported to us and the Host Employer.

NB: Most company vehicles are fitted with GPS tracking devices – only use company vehicles as directed and authorised by your Host.

9.5. Conflicts of Interest

Any activity which improves your personal interest at the expense of the Employer's or Host Employer's interests or compromises performance is known as a Conflict of Interest. Examples include (but are not limited to):

- Receiving or accepting gifts or benefits from an external party or contracts for business.
- Discussing the Employer's or Host's business with another party.
- Outside work or other employment (this may include unpaid or voluntary)
- Financial interests
- Personal or family relationships between employees or outside parties; or

- Interests held directly or indirectly through you or someone with whom you have a personal or family relationship or corporate or other business entity

Employees are to avoid any activity, interest or undertaking that could adversely affect Master Plumbers or its employees, members or stakeholders (including Host Employers).

If you are faced with a potential conflict of interest, you are required to make immediate and full disclosure. This means that you are required to let your Field Officer know what the potential conflict of interest is, and the nature and extent of the interest. Your Field Officer will discuss ways to resolve the conflict with you.

In determining a potential conflict of interest PAQ will consider any impact of the activity on the performance of your duties, to include (but not limited to) the following factors:

- Workplace health and safety (duty of care) including but not limited to fatigue management (including hours of work, rest and recuperation during periods of approved leave) and injury management (including the potential to compromise/impact Return to Work or rehabilitation for work-related or non work-related injuries/ illnesses);
- Working for a competitor or supplier;
- Impartiality or judgment in decision-making;
- Legal obligations of the parties; and
- Capacity to manage potential conflicts of interest.

Master Plumbers recognises that there may be situations where a conflict of interest appears, but it is appropriate to allow it to continue in the circumstances, and in such case PAQ will provide you with written acknowledgement. However, Master Plumbers reserves the right to review/ retract any approval should the nature or extent of the activity adversely affect your duties or Master Plumbers' activities.

9.6. Confidentiality

It is a condition of employment that you must maintain and protect the confidentiality of information about the business and affairs of Master Plumbers and its affiliated companies, employees, members, and stakeholders including Host Employers, unless required by law to disclose such information or permitted to disclose such information with the written consent of the relevant party.

You must not disclose any information which is, by its nature, confidential, is designated as confidential, or you know or ought to know is confidential, which you access or is disclosed to you in the course of your employment. Examples include information relating to Master Plumbers' practices and processes, or

information relating to your Host Employer. It does not include information which is publicly known or becomes publicly known (other than by breach of a confidentiality obligation).

If you fail to comply with this clause and breach confidentiality you may be personally liable. You may also face disciplinary action up to and including dismissal.

Your duties under this clause continue to apply after the end of your employment.

9.7. Public Statements

The Chief Executive Officer (or delegate) is the only person who is authorised to speak to the media regarding Master Plumbers. You are not to speak with the media or make statements on behalf of Master Plumbers under any circumstances.

9.8. IT Policy

Where we, your Host, or your RTO provide you with access to computers, email or the internet, you will be required to comply with this policy, and any relevant policies and procedures of your Host or RTO.

You should be aware that email and internet remain the property of the organisation and, the organisation may monitor your usage for compliance with the policy and procedure.

Anything you do in connection with work, whether in work hours or not, which involves:

- sending emails;
- accessing and searching the internet (including social media sites or any method of communication via the internet); or
- using Master Plumbers computer equipment must be done in a professional and courteous manner.

You should not expect that any email or other activity conducted over Master Plumbers' computer network will be private or confidential.

In addition, you must:

- not make representations on behalf of Master Plumbers without express authority.
- respect the equipment, treating it gently and with care.
- keep any passwords confidential, except as required for legitimate business activities.
- not engage in use that involves conduct or material that is inappropriate and otherwise obscene or offensive.
- not engage in use that includes conduct or material that has risk of defaming, or causing damage to Master Plumbers, its employees, Hosts, members, or other stakeholders.
- not engage in use that includes unlawful activities that are illegal or otherwise inappropriate.
- not engage in use that impacts the performance of the network(s), computers, or other equipment owned or operated by or on behalf of Master Plumbers.

If you fail to comply with this policy, it may result in disciplinary action up to and including termination of employment.

Please also see section below regarding Social Media and Electronic Communications.

9.9. Social Media and Electronic Communications

We all know that once something is put on the internet, it can never be completely removed. For that reason, it is important for you to always think before you post and remember that some things that may be posted on the spur of the moment, can destroy reputations indefinitely and could place your employment in jeopardy.

For this reason, you are not to post anything in a public forum (including, but not limited to websites, social networking sites such as Facebook, Twitter, SnapChat or YouTube) that may expose the Master Plumbers or your Host to any possible legal liability including any material that:

- Is insulting or lowers the reputation of the Master Plumbers, the Host, a person or a group of people (defamatory material).
- Is illegal, unlawful, inappropriate, obscene, causes or may cause insult offence, intimidation or humiliation; or
- Gives the impression of representing, giving opinions or making statements on behalf of the Master Plumbers or your Host without express authority.

For more information on social media, you can refer to the *Master Plumbers Access and Equity Policy* located on our website: www.plumber.com.au.

9.10. Intellectual Property

Intellectual Property is the property of your mind, including any new or original ideas, inventions, applications etc.

We reserve the ownership right of Intellectual Property created whilst you are employed by us, as we paid for your time to create it.

Unless otherwise specified, you consent to waive your right to bring any moral rights claim against the Master Plumbers in respect of the right of integrity of authorship, the right of attribution of a work and the right not to have authorship of a work falsely attributed in relation to the Intellectual Property Rights.

Employees must, at the Master Plumbers expense, enter into any contracts or execute any other documents required by the Master Plumbers to assign to the Master Plumbers any right, title and interest in the Intellectual Property Rights.

The employee's obligations under this clause continue to exist after the end of employment.

9.11. Attendance and Punctuality

You will be notified of the start and finish times for a standard workday. Start and finish times may vary from time to time to achieve the efficient and effective performance of your duties, or to fit in with your Host Employer's workload.

We expect that you will arrive at the workplace ready to commence before your start time. If you do not report to work on time, it can have a significant flow on effect for your Host Employer.

If you are unable to get to work at your expected start time, you must notify your direct supervisor as soon as possible to let them know what time you expect to arrive, and the reason for expected delay as well as your Field Officer.

Persistent lateness will be dealt with under the Code of Practice and Performance Management Policy and may result in disciplinary action.

9.12. Presentation and Grooming

Personal Presentation is linked to good first impressions, so it is a requirement that you present for work in a manner that promotes a high standard of professionalism and enhances the reputation of your Host and us.

Where we issue a uniform or other prescribed clothing (such as PPE), you will be required to wear such uniform/clothing at all times during working hours. You will

also be responsible for the care and cleanliness of the clothing provided to an acceptable standard for both the Master Plumbers and your Host.

Replacement of uniforms/clothing will be on a reasonable wear and tear basis.

You must not wear or have visible anything about your person that may cause offence or pose a risk to health and safety. Tattoos that are visible when wearing your uniform/PPE are permitted as long as they do not bear any words or depiction likely to cause offence (for example a swastika).

For safety reasons, no jewellery (including but not limited to earrings, nose rings, eyebrow rings, metal band watches, finger rings and metal necklaces) are to be worn at the workplace or at training. Exceptions may be made for simple wedding bands.

9.13. No Smoking/Vaping

For health reasons, smoking/vaping is prohibited:

- Within Master Plumbers property boundaries.
- Within motor vehicles.
- Within 5 metres of an entrance or exit to a building; and
- Outside of designated breaks times.

If you smoke/vape, we remind you to have consideration for the impact that your smoking/vaping may have on others, and you must dispose of cigarette butts in the designated containers. You are also required to comply with your Host's smoking/vaping policy and any rules that may apply at a particular worksite or location.

9.14. Master Plumbers and Host Assets

During the course of employment, either we, or your Host, may provide tools and/or equipment to ensure the safe and efficient performance of your duties. Any tools and/or equipment issued to you during employment remain the property of who it was issued by.

You are responsible for ensuring that property and materials supplied by the Master Plumbers and/or your Host are:

- Used correctly for the intended purpose (i.e. use the correct tools for the job); and
- Appropriately stored and secured.

If you resign, or your employment terminates for any reason, you must immediately return to the company all property belonging to the company in your

possession or control, including, but not limited to, all written or machine-readable material, motor vehicles, software, computers, mobile phones, computers, keys, disks, cards, documents, records and papers.

If property or equipment is lost or damaged as a result of negligence, you may be responsible for any costs associated with repair, replacement or recovery.

If you are entrusted with any money or property, you will be required to account for it.

9.15. Lawful and Reasonable Directions

It is a condition of employment that you will comply with all lawful directions, workplace policies, procedures and rules of the Master Plumbers and Host as amended from time to time.

These policies, procedures and rules with this handbook constitute lawful and reasonable directions given by the Master Plumbers to employees in the course of employment, and do not constitute terms and conditions of employment, which can be enforced by employees against the Master Plumbers.

9.16. External Relationships

We recognise that you have the right to socialise with whomever you choose during your personal time and, this may include co-workers or other persons with a relationship to the Master Plumbers or Host Employers.

The Master Plumbers is unable to accept responsibility for incidents that occur outside of the work environment. However, where an incident that occurs outside of the work environment has a negative impact on the Master Plumbers/Host (e.g. workplace behaviour, performance, productivity, operational requirements) PAQ will address this accordingly.

9.17. Interstate Travel / Overnight Stay

From time to time your Host Employer may have distant work requiring you to travel interstate and/or stay overnight. Before committing to any distant work apprentices must inform PAQ prior to undertaking the travel, this can be done by contacting your Field Officer directly or by marking the check box on your weekly timesheet that you have a trip requiring an overnight stay. PAQ needs to approve any travel prior. See PAQ's Interstate Travel – Overnight Stay Policy for more information.

10. Fitness for Work

You are required to present for work in manner that enables you to perform the requirements of your position without restriction, risk to your own health and safety, or the health and safety of others.

See *APPENDIX 1 – Fitness for Work flowchart* for more information about being fit for work.

10.1. Drugs and Alcohol

You are not permitted to:

- Be intoxicated or impaired by alcohol, prescription drugs/medications, legal non-prescription drugs/medications or illicit substance*; or
- Consume, possess, cultivate, distribute or sell illicit substance*;

whilst at work, on Master Plumbers/Host premises (including vehicles) or undertaking work-related activities on behalf of PAQ/Host.

*Illicit substance means any substance which is used in a manner that is not permitted by law. This may include prescription or legal non-prescription drugs/medications that are not used as intended/prescribed.

You must comply with all laws and regulations relating to alcohol and drugs including, but not limited to the operation of motor vehicles or other plant and equipment.

Any breach of this clause may result in disciplinary action up to and including dismissal.

We will support you if you are experiencing an alcohol or drug dependency/addiction, where it is reasonable and appropriate for us to do so.

NOTE: Always advise your doctor of the nature of your work when medications and health devices are prescribed. Always follow medical advice regarding medications and your health.

10.2. Work Related Injury and Illness

Work related injuries and illness (including return to work) will be managed in accordance with our Incident/Injury Management & Workers Compensation Procedures.

If you are involved in any incident, near miss, injury or illness, you must notify your Host supervisor and Field Officer immediately.

10.3. Non-Work Related Injury / Illness

If you are unable to fulfil your duties due to an injury or illness unrelated to your work, then we may consider reasonable arrangements to accommodate your incapacity.

Reasonable or modified duties will be determined by PAQ in consultation between the employee, treating doctor(s) and the Host supervisor and may include: flexible hours of work; varied hours of work; alternative duties; or physical limitations/restrictions; subject to the operational impact on PAQ/Host.

Arrangements for reasonable accommodation are intended to facilitate a safe, durable and progressive return to full duties and will be offered on a temporary basis only.

Non work related injuries and illness (including return to work) will be managed in accordance with our Fitness to Work and Private Injuries Procedures.

See APPENDIX 1 – Fitness for Work flowchart for more information about being fit for work.

10.4. Managing Injury/Illness

In accordance with legislation, as your employer, we have a duty of care to ensure the health and safety of our employees in the work environment. This includes the requirement to take all reasonable and practicable steps to prevent the occurrence of work-related injury or illness.

If you present for work and appear unfit to perform the full duties of your role, we must take reasonable steps to ensure that you do not expose yourself or others to risk. Evidence that an employee may be unfit for their regular duties could include:

- Displaying physical symptoms of illness, such as, but not limited to excessive sweating, coughing/sneezing, high temperature, incoherent/vagueness & nausea.
- Frequent or extended absences from work due to illness or injury (including unexplained or unsubstantiated absences).
- Comments or requests made by the employee to vary ordinary duties.
- Changes in the employee's workplace behaviour.
- Comments or concerns raised by other employees; and/or

- Concerns about the employee's performance or conduct.

If you are concerned about your own, or another person's fitness for work or ability to perform duties, you are required to notify the Host supervisor and your Field Officer immediately.

Where we consider that:

- You are not fit to be present at work or undertake duties; or
- There is insufficient information available to enable the PAQ to assess your fitness for duties and its capacity to provide a duty of care.

You may be directed to take personal leave until there is sufficient information to assess your capacity and ensure a duty of care. You may be required to provide sufficient medical evidence of your fitness to resume the full duties of your role prior to returning to work. This decision will be made by PAQ.

11. Access & Equity Policy

We are an Equal Opportunity Employer, which means that we comply with the following legislation:

1. [Human Rights Act 2019 \(Queensland\)](#)
2. [Anti-Discrimination Act 1991 \(Queensland\)](#)

Any unlawful discrimination or harassment incidents will be managed in accordance with this policy. Unlawful means not permitted under the law – illegal.

11.1. Unlawful Discrimination

It is unlawful to treat a person unfavourably due the following attributes:

- Age
- Pregnancy & Breastfeeding
- Employment activity
- Gender identity
- Disability
- Industrial activity
- Lawful sexual activity
- Marital status
- Parent or carer status
- Physical features
- Political belief or activity
- Race (including colour, nationality, descent, ethnic origin)

- Religious belief or activity
- Sex
- Sexual orientation
- Personal association with a person identified by reference to any of the above attributes.

It is not unlawful to discriminate against a person due to the attribute in circumstances where the person would be unable to perform the genuine occupational requirements of the position safely and effectively due to the protected attribute.

11.2. Direct Discrimination

Direct Discrimination occurs when a person is treated unfavourably because of their attribute, or because of an assumption about the person on the basis of their attribute.

11.3. Indirect Discrimination

Indirect discrimination occurs where a person with a protected attribute is required to meet an unreasonable requirement or condition which that person has difficulty meeting, and which persons not with the protected attribute would find easier to meet.

11.4. Harassment and Sexual Harassment

Harassment means:

- A person is subjected to unwelcome conduct based on a ground of discrimination; and
- The person is offended, intimidated or humiliated; and
- A reasonable person, having regard to all the circumstances, would have anticipated this possibility.

Examples of harassment may include:

- Abusive, insulting or offensive language
- Unreasonable workload or an unfair allocation of unpleasant work
- Setting unreasonable or unpredictable performance targets
- Gossiping, spreading misinformation or rumours
- Threatening behaviour (also regarded as workplace violence)
- Inappropriate jokes, remarks or teasing (verbal or in writing)
- Offensive materials in the workplace e.g. emails, posters, cartoons, screen savers or telephone ring tones

- Limiting access to promotion, training and workplace entitlements
- Practical jokes, sabotage of work, work area or work tools
- Exclusion or isolation from work or work-related social activities

Harassment **does not include** lawful and reasonable directions given by the employer to an employee including, but not limited to, performance management, the allocation of work duties relating to business requirements and standards for behaviour and conduct in the workplace.

Sexual harassment is:

- unwelcome conduct of a sexual nature;
- which makes a person feel offended, intimidated or humiliated; and
- a reasonable person, having regard to all the circumstances, would have anticipated this possibility.
- even if it was not the intention to offend, intimidate or humiliate the other person.

Sexual harassment does not have to be directed at an individual person to be unlawful; any behaviour which creates a hostile working environment for others in the workplace can also be unlawful.

Examples of sexual harassment include, but are not limited to:

- physical contact such as pinching, touching, grabbing, kissing and hugging.
- staring or leering at a person or parts of their body.
- sexual jokes or comments.
- requests for sexual favours.
- persistent requests to go out, where they are refused.
- sexually explicit conversations.
- displays of offensive material such as posters, screen savers, internet material etc.
- accessing or downloading sexually explicit material.
- suggestive comments about a person's body or appearance.
- sending rude or offensive emails, attachments, or messages.

11.5. Bullying

Workplace bullying is repeated unreasonable behaviour directed towards a worker or group of workers that creates a risk to health and safety. Bullying may also be linked to unlawful discrimination or sexual harassment.

Master Plumbers does not tolerate bullying in any form. Bullying can be physical, psychological, verbal and online (cyber-bullying). Examples of bullying behaviour include (but are not limited to):

- Abusive, insulting or offensive language or comments.
- Threatening or intimidating behaviour.
- Excluding or isolating colleagues.
- Demeaning or belittling conduct.
- Spreading malicious rumours.
- Assigning meaningless tasks unrelated to the job, or impossible assignments.
- Psychological harassment.
- Deliberately changing work rosters to inconvenience colleagues; or
- Deliberately withholding information vital for effective work performance.

Master Plumbers takes any allegation of bullying seriously. Any concern about bullying behaviour should be raised under the Master Plumbers Conflict Resolution & Grievance Handling Policy.

11.6. Victimisation

Victimisation means subjecting a person to some form of detriment because they have:

- lodged a complaint of discrimination or sexual harassment.
- provided information or documents regarding a complaint.
- attended a conciliation conference at the Equal Opportunity and Human Rights Commission.
- reasonably asserted their rights, or supported someone else's rights, under anti-discrimination laws; or
- refused to discriminate against another person, victimise or sexually harass them, made an allegation that a person has acted unlawfully under anti-discrimination laws, brought any proceeding under the Equal Opportunity Act 2010.

Master Plumbers takes any allegation of bullying seriously. Any concern about bullying behaviour should be raised under the Master Plumbers Conflict Resolution & Grievance Handling Policy.

Victimisation is unlawful, and any act of victimisation undertaken by our employees (including apprentices/trainees) will be dealt with under Master Plumbers' Performance Management Policy and will result in disciplinary action up to and including dismissal.

11.7. Racial and Religious Vilification

Racial and religious vilification is unlawful. It includes such things as:

- making racist comments in a publication, including on the internet and by email.
- making public statements at a meeting or at a public rally that incite hatred of people of a particular race or religion; or
- writing racist graffiti or displaying racist posters or stickers.

Vilification does not include an act done in private (for example, a private discussion you would not expect other people to overhear). However, the workplace is a public place. PAQ will not tolerate racial or religious vilification in any form.

11.8. Disability

Master Plumbers supports anyone with a disability to access its employment opportunities and training programs, as fully and independently as possible.

Master Plumbers:

- expects employees to have informed, inclusive and non-discriminatory attitudes to the needs of colleagues with a disability.
- makes reasonable adjustments in its workplace, training venue, service delivery, operations and resources in order to accommodate employees with a disability.
- consults with its employees about matters relating to their disability.
- encourages employees with a disability to discuss their needs, when they apply.
- provides resources to help employees with a disability to gain maximum value from their apprenticeship.

11.9. Workplace Rights

It is also unlawful to:

- treat a person unfavourably because they have exercised a workplace right; or
- prevent a person from exercising a workplace right.

A *workplace right* means the person:

- Is entitled to the benefit of, or has a role or responsibility under, a workplace law, workplace instrument or order made by an industrial body; or
- Is able to initiate, or participate in, a process or proceedings under a workplace law or workplace instrument; or
- Is able to make a complaint or inquiry:
 - To a person or body having the capacity under a workplace law to seek compliance with that law or a workplace instrument; or
 - If the person is an employee – in relation to her or her employment.

11.10. Responsibilities

As the employer, Master Plumbers will:

- Recognise that responses, reactions and perceptions relating to unlawful discrimination and harassment may vary between individuals.
- Take reasonable care to ensure that our actions do not negatively impact an individual through any act or omission.
- Shall take reasonable action to educate employees in relation to individual values, workplace culture, tolerance and appropriate standards of behaviour and conduct in the workplace.
- Where appropriate, issue lawful and reasonable directions including policies, procedures and rules in relation to unlawful discrimination, harassment and acceptable standards of behaviour and conduct in the workplace; and
- Take appropriate action to investigate and resolve any instances of unlawful discrimination and harassment in the workplace, including disciplinary action where necessary under the Performance Management and Conduct Policy.

As the employee, you will:

- Recognise that responses, reactions and perceptions relating to unlawful discrimination and harassment may vary between individuals.
- Take reasonable care to ensure that your actions do not negatively impact an individual through any act or omission; and
- Actively participate in initiatives undertaken by the Master Plumbers to educate employees in relation to individual values, workplace culture, tolerance and appropriate standards of behaviour and conduct in the workplace.

- Follow all reasonable and lawful directions including complying with this policy.
- Ensure that you do not engage in any unlawful conduct towards another person in the workplace (including colleagues, Host employees, contractors, clients, customers and visitors)
- Ensure that you do not aid, abet, or encourage others to engage in unlawful conduct
- Take proactive steps to report any concerns regarding yourself or another person in relation to unlawful discrimination and harassment in the workplace; and
- Cooperate with any action taken by us to investigate and resolve any grievances or complaints relating to unlawful discrimination and harassment in the workplace.

12. General Grievances

Grievances are concerns, problems or complaints about your work, workplace, or someone you work with, that you can raise with your employer.

The following grievance resolution procedure will be followed for all grievances.

12.1. Protection of the Parties

During the grievance procedure no party (i.e. the person raising the grievance, the person responding to it, anyone involved in the investigation, or Master Plumbers or Host) shall engage in any behaviour that may be regarded as “retaliatory” or “adverse” including victimisation. Such action is unlawful and may be regarded as misconduct.

12.2. Confidentiality

The grievance process will be handled in a discreet and confidential manner at all times. All information relating to the grievance shall be restricted to the people necessary for the fair investigation and/or resolution of the grievance.

12.3. Representation

Any party may nominate a representative or support person in relation to the grievance resolution process.

12.4. Raising a Grievance

When raising your grievance or concern (verbally or in writing) you should:

- Identify the issue causing concern(s) (providing examples of what has occurred).
- Specify dates, times, and locations of incidents, and anyone else present.
- Explain the impact of the concern(s) on you and/or the work environment; and
- Set out your proposed resolution.

12.5. Direct Resolution

Where possible, employees are encouraged to discuss the matter with the person(s) concerned, at the earliest opportunity. By taking this action, the employee will provide the person(s) with an opportunity to correct the concerns in an informal and amicable manner.

12.6. Approaching a Host or Field Officer

Where you have attempted to resolve the concern directly with the person(s) and been unsuccessful, or you are unable to approach the person(s) directly, you should raise your concern(s) with your Field Officer or Host supervisor. The Field Officer/Host supervisor will inform management.

12.7. Approaching Management

Where you have attempted to resolve the concern(s) with assistance of the Field Officer/Host Supervisor and been unsuccessful; or if your concern is about or involves the Field Officer/Host Supervisor; or if you are otherwise unable to approach the Field Officer/Host Employer you should raise your concern with a member of senior management (for example the GTO National Manager, Executive Manager Training Services or Master Plumbers CEO).

12.8. Grievance Regarding PAQ

If you have a concern or complaint about PAQ you can raise it with the Department of Trade, Employment and Training (DTET) using via email at: apprenticeshipsinfo@qld.gov.au or by calling 1800 210 210

12.9. Grievance Resolution

Once the concern(s) / grievance has been raised as above, it will be acknowledged in writing. Master Plumbers will have discretion relating to the resolution process, but may choose to take any of the following steps:

- Interviewing you and/or any relevant persons; and
- Reviewing documentation or other evidence relevant to the grievance.

Any investigation shall be undertaken by an authorised person without bias and in accordance with the principles of procedural fairness. grievances will be dealt with and finalised as soon as practicable. The employee will be notified in writing of the resolution and reasons why.

If a grievance is found to have been fabricated or made frivolously or vexatiously, PAQ reserves the right to take appropriate disciplinary action.

See APPENDIX 2 - Grievance Management Flowchart for a diagram showing how grievances are handled and resolved.

13. Performance Management and Development

Employees are required to display due care in the performance of work and perform it competently.

You will be required to actively participate in any training or development activities deemed necessary for the purpose of compliance or the effective performance of duties.

If you are not performing your duties in accordance with the standards required by Master Plumbers, assistance will be provided in accordance with the Performance Management Policy as set out below.

14. Performance Management Policy

14.1. Purpose, Scope & Aim

This policy outlines the process for identifying and managing performance and conduct in the workplace. It applies to all employees of the Master Plumbers' and Mechanical Services Association of Australia and all related entities. Its aim is to support proactive and fair management of performance and conduct through:

- Effective communication of Master Plumbers' standards of performance and behaviour/conduct.
- Identification of areas for employee development and improvement.
- Provision of appropriate training and development opportunities.
- Following principles of natural justice; and
- Ensuring that corrective action is focussed on a positive outcome.

14.2. Definitions and Terminology

Disciplinary action - this includes any substantial consequence for an employee whose performance or behaviour does not meet the desired standard. This may include; formal (written) warnings; final warnings; demotion; suspension without pay; loss of benefits; or termination of employment.

Formal performance management – this will take place where informal performance management has been unsuccessful or the employee’s behaviour or conduct is inappropriate or unacceptable. Formal performance management may result in disciplinary action.

Relevant legislation - unless otherwise specified in this policy, relevant legislation will be the Fair Work Act 2009.

Informal performance management - this includes counselling, training, development, coaching or guidance intended to assist an employee to achieve the standard of performance or behaviour required.

Termination with notice – this means that the reasons for termination of employment ensures that the employee will be entitled to notice (or payment in lieu) of termination in accordance with relevant legislation.

Termination without notice (summary dismissal) - this means that the reasons for termination of employment are consistent with serious misconduct and the employee is not entitled to notice of termination.

Unsatisfactory behaviour - this is where the employee has engaged in inappropriate or unacceptable conduct, action, inaction or behaviour that has impacted on or has potential to impact on the workplace. Instances of unsatisfactory behaviour are set out in the Master Plumbers Code of Conduct.

Unsatisfactory performance - this is where an employee is not fully effective in all job requirements and, improvement is required to enable the employee to perform in a safe and effective manner.

PAQ will be responsible for:

- establishing and maintaining standards of performance/behaviour.
- identifying below standard levels of performance/behaviour.
- taking reasonable action to resolve these concerns.
- ensuring that employees are aware of performance/behavioural concerns.
- identifying appropriate corrective action for underperformance/poor behaviour; and
- supporting employees to meet the required standards.

When considering the appropriate performance management or conduct action, each case shall be considered on its own merits.

PAQ will conduct appropriate investigation of performance and conduct matters. In determining whether action should be taken, PAQ will act reasonably and take all relevant circumstances into account.

NB: Nothing in this policy will prevent PAQ from proceeding with termination without notice (summary dismissal) in cases of serious misconduct.

14.3. Informal Performance Management

Informal performance management may be appropriate in situations where you are not achieving or maintaining the desired standard of performance or behaviour. It includes ad hoc or day-to-day coaching and development (e.g. training/guiding a new employee or reminding an established employee to follow a procedure).

It may also be utilised in situations of unsatisfactory behaviour insufficient to warrant formal action (e.g. a one-off incident such as lateness).

It will consist of your Field Officer speaking to you in relation to your performance / conduct, and taking reasonable steps to identify clearly:

- your current standard of performance/behaviour (giving examples).
- the required standard of performance/behaviour; and
- actions/plan for improvement.

PAQ may keep written records of any such discussions with you and will monitor your progress and undertake further performance management as required.

14.4. Formal Performance Management

Formal performance management (also known as disciplinary action) will be undertaken where:

- informal performance management has been unsuccessful; or
- your behaviour/conduct is inappropriate or unacceptable (including circumstances in which you have been returned by your Host Employer).

Where Master Plumbers has decided that the performance/behaviour requires formal performance management, we will take reasonable steps to ensure that:

- You are notified of the performance/conduct issue, date of meeting, and your right to have someone present at the meeting.

- You are notified of the seriousness of the meeting (i.e. may result in disciplinary action which could include termination).
- We are prepared for discussions with you including collation of available information relevant to the performance/ conduct issue(s) including previous history of performance/conduct.
- Your current standard of performance/conduct is identified.
- You are provided with full details of the performance/conduct issues and why these are of concern to PAQ (e.g. breach of policy, failure to follow reasonable and lawful directions, continued failure to perform duties effectively etc).
- You are provided with an opportunity to respond to the concerns.
- The appropriate consequence of your unsatisfactory performance/conduct is determined.
- Actions/plan for improvement (including timeframe for improvement) is clearly identified; and
- You are advised of any potential consequences of failure to achieve/maintain the desired standards (i.e. may result in disciplinary action which could include further disciplinary action which could include termination of your employment).

14.5. Records & Monitoring

PAQ may keep records of the performance management process on your employment file, which may include:

- Performance Management Interview Guide.
- Interview records and dates of any discussions.
- Supplementary documentation relevant to the performance management.
- Copy correspondence sent to you, including any outcomes.

PAQ will continue to monitor your progress and undertake further performance management as required.

14.6. Warnings

Before any decision to issue a warning, PAQ will:

- Notify you of the performance/conduct issue and explain why it is of concern (e.g. breach of policy, failure to follow reasonable and lawful directions, continued failure to perform duties effectively etc.).
- Invite you to attend a meeting to discuss the issue and inform you of the right to a support person at the meeting.
- Notify you of the potential outcomes of the meeting (for example, disciplinary action up to and including dismissal).

- Provide any information relevant to the performance/conduct issue including any relevant previous history.
- Identify your current standard of performance/conduct; and
- Consider your response to the concerns.
- Any warnings issued will be noted on your employment file.

14.7. Formal (Written) Warning

This may be issued to you following an informal or formal performance management process, or for instances of unacceptable behaviour/conduct.

The letter will explain any potential consequences of future poor performance/behaviour.

14.8. Final Warning

This may be issued to you in circumstances where:

- A previous warning has been issued but there has been insufficient improvement in performance / behaviour or there has been further instance of poor performance or behaviour; or
- Your behaviour/conduct is inappropriate or unacceptable and of a serious nature such that a formal (written) warning would be insufficient.

14.9. Termination

If, following this final warning, there is insufficient improvement in your performance / behaviour or further instance of poor performance / behaviour, it may result in the termination of your employment. For further information see the *Termination* section of the handbook.

15. Workplace Health and Safety Policy

We are committed to ensuring the Work Health and Safety and welfare of our employees and any other people who may be affected by our operations. In securing workplace health and safety, we will take reasonable and practical steps to fulfil our statutory duties with regard to workplace health and safety at all times.

A Work Health and Safety Handbook, instructions and training will be provided to all Master Plumbers employees to promote safe working practices and as a guide to the creation of a safe and healthy working environment.

You must:

- Perform tasks safely, identify and minimise hazards within your sphere of work.
- Follow all lawful directions, relevant legislation, workplace policies, procedures and rules of the employer/Host as amended from time to time including, but not limited to:
 - Building and plumbing laws, regulations, codes, standards etc.
 - Equal employment opportunity, unlawful discrimination and harassment.
 - Health, safety and environment and workers compensation.
 - Transport, roads and traffic laws and regulations.
 - Criminal law; and
 - Employment law, contract of employment and industrial instruments (e.g. Award or Enterprise Agreements).
- Present to work in manner that enables performance of the inherent requirements of the position without restriction, risk to the employee's health and safety, or the health and safety of others and, notify management of any work related or non- work related injury, illness, restriction or condition that may on fitness to perform.

For more information see our [Occupational Health and Safety Statement](#) and the OH&S Handbook provided at induction.

15.1. Work Injury / Illness Procedure

All work accidents are covered by workers compensation legislation initially outlined on the *If you are injured at work* poster and described in the *Work Health and Safety Handbook*. If there is a work accident, you are required to follow the procedure:

- Seek medical assistance (as required) as a matter of priority.
- Advise the Host Supervisor of any incident/injury/illness immediately.
- Advise the Field Officer of any incident/injury/illness immediately.
- Log your incident in the Workplace Incident/Injury Register.

Note: Incidents that occur while attending off-the-job training are also regarded as workplace related incidents.

16. Privacy

We take the privacy of our employees' data seriously and we comply with the principles of the Information Privacy Act 2009 (Queensland), including:

- only collecting information with the knowledge and consent of the person
- only using personal information for the purposes for which it was collected, i.e in connection with your employment.
- take reasonable steps to ensure the personal information we collect and use is accurate, complete and up-to-date.
- take reasonable steps to protect the personal information we hold about you from misuse and loss, as well as from unauthorised access, modification or disclosure.
- not disclosing, reselling, distributing to or sharing personal information with a third party without the prior written consent of the person.
- not disclosing personal information to state institutions or authorities except as required by law or regulation.
- ensuring that demographic and other statistical information is not linked to any personal information that can disclose the identity of a person.
- take reasonable steps to destroy personal information if we are not required by law to retain it.
- using, from time to time, a person's contact details to provide them with information about our programs or activities.

For more information, see our [Privacy Statement](#).

16.1. Information Access Request

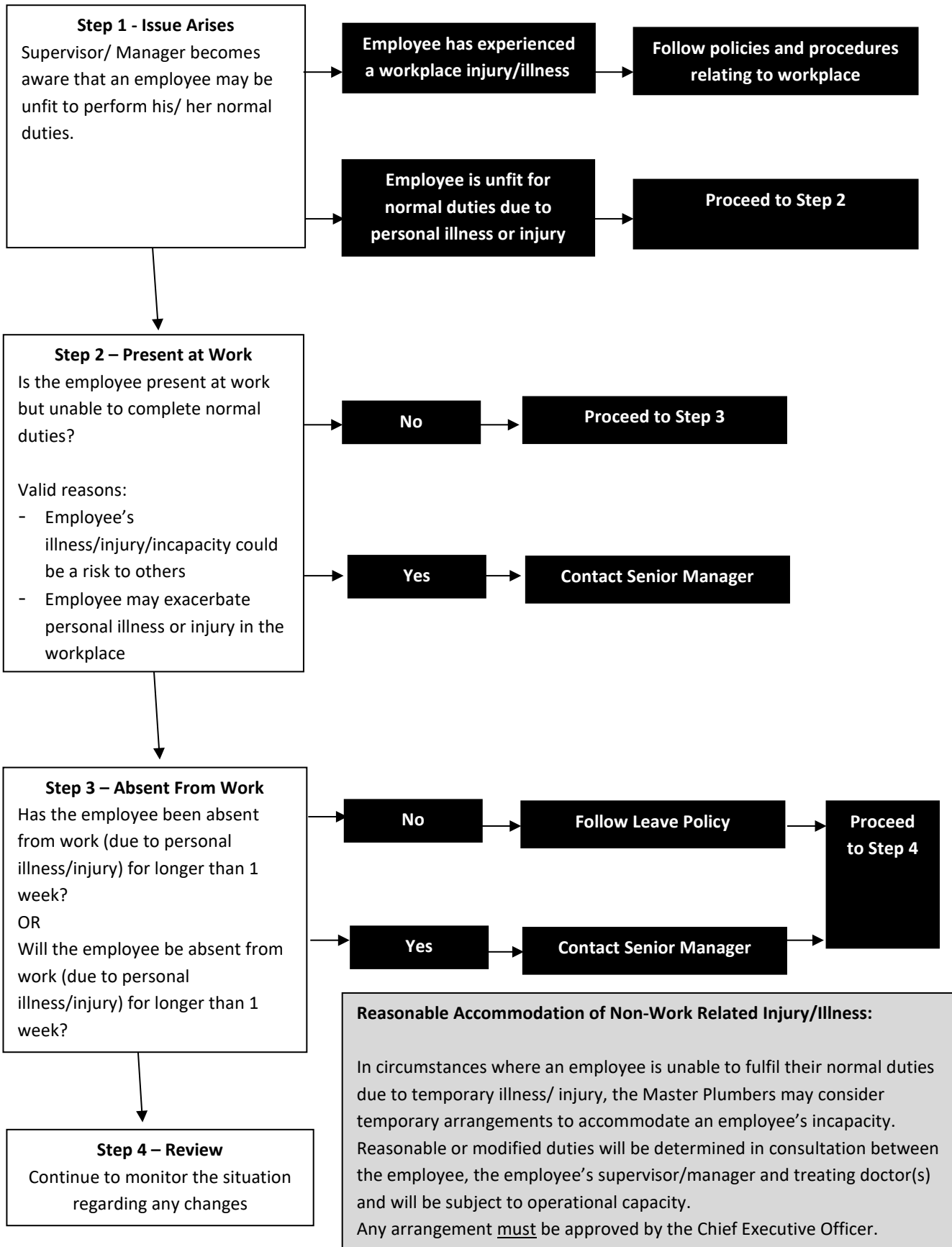
Should you wish to access the personal information Master Plumbers holds about you, you will need to make a written request addressed to the Group Training Scheme National Manager and email it to: gts@plumber.com.

After accessing the information, should you wish to make any correction to any personal information you consider is not accurate, complete or up-to-date, you should submit such request in writing. We will take reasonable steps to correct the information, or if there is any disagreement about whether it is accurate, complete or up-to-date, we will attach to your personal information a statement noting your submission.

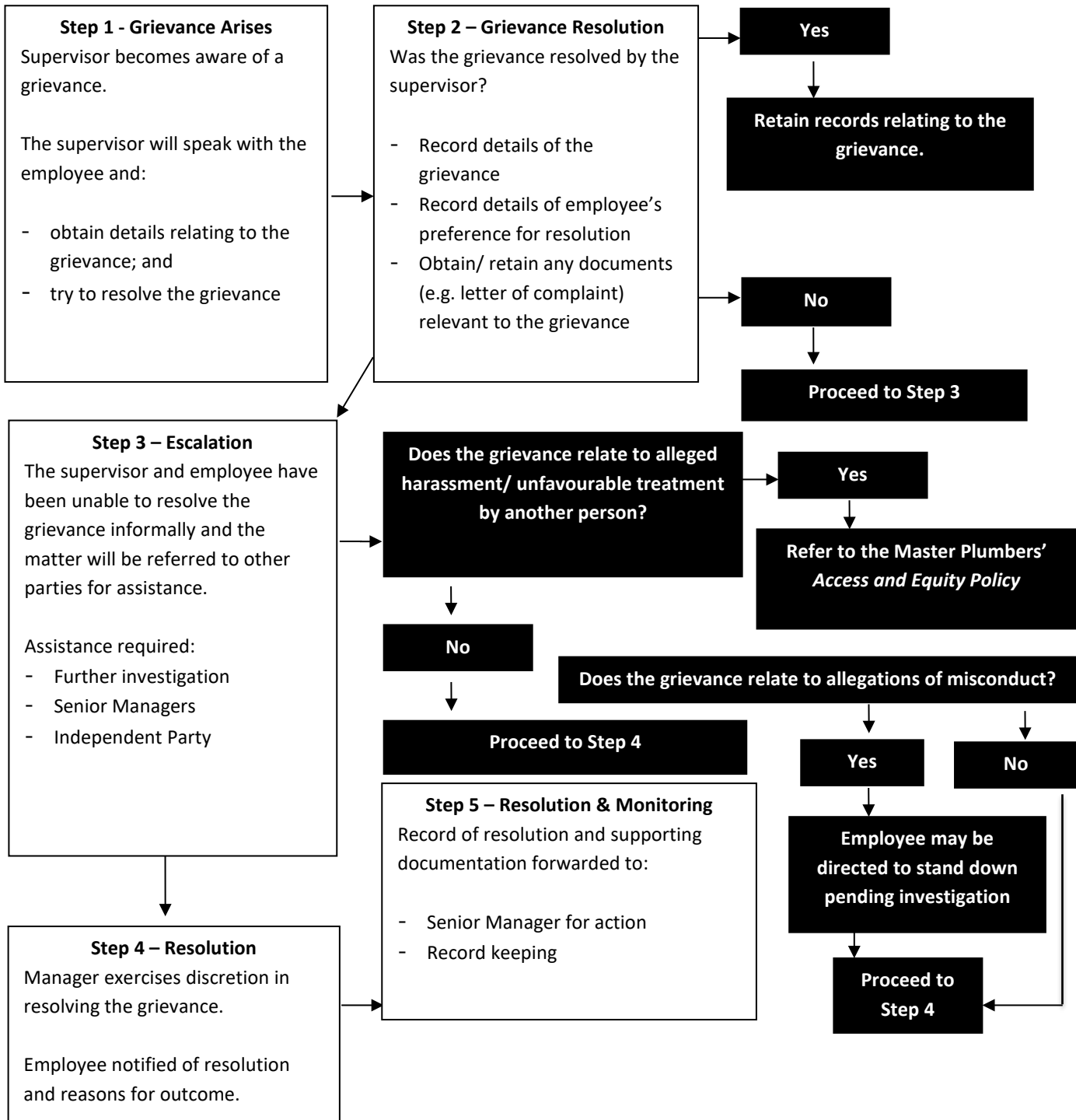
17. Access to Policies and Procedures

All Master Plumbers policies and procedures are either included in this handbook or available via our website: www.plumber.com.au

APPENDIX 1 - Fitness for Work Flowchart



APPENDIX 2 - Grievance Management Flowchart



APPENDIX 3 – AnyTime Timesheet User Guide




LOG IN

To access the system click on the link in your Welcome Email

Check the User Type is **'Employee'**

Enter your Username and password as received in the Welcome Email and click **LOGIN**

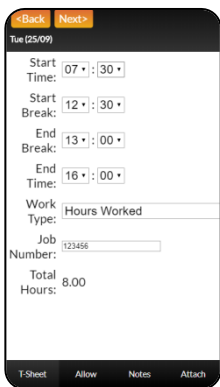
 **Note:** A shortcut to the web page can be added to the home screen on your smartphone or tablet so that you can directly access the system

To create a shortcut, open the web page by clicking on the link in your welcome email

Tap the menu button (android devices) or share button (iPad or iPhone) and select Add to Home Screen.

ENTER TIMESHEET

Click on the pay period you are entering the timesheet for and then the day of the week




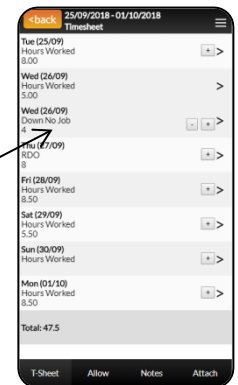
screen

Enter the Start Time, Start Break, End Break, and End Time hours for the day using 24 hour format i.e. 7.30am – 4.00pm would be 07:30 to 16:00

If you have an RDO, attend training or take leave select the appropriate Work Type from the drop down menu.

Then click **BACK**

Note: To enter hours against other work types or job sites for the same day click  to open additional lines in the weekly timesheet view



To copy hours entered in the first day of the pay period to every day (except weekends) click on the **COPY DOWN** button

Once you have finished in the timesheet screen you have 4 options

- | | |
|-----------------------------|--|
| Save | Timesheet will be saved and can be amended before submitting |
| Close | Screen will be closed and no changes saved |
| Save & Submit | Timesheet will be submitted to host for approval |
| Submit & Approve | Enables the Host to approve your timesheet 'on the spot' |

LOG IN

To access the system click on the link in your welcome email

Check the User Type is '**Employee**' and enter your Username and password as received in the email and click **LOGIN**

ENTER TIMESHEET

To enter your timesheet go to **Timesheets - Create Timesheets Tab**


Click **CREATE TIMESHEET** to enter a timesheet the Placement you need to enter a timesheet for

Check the Pay Period Dates are correct

Enter the Start Time, Start Break, End Break, and End Time hours for each day using 24 hour format *i.e. 9am – 5pm would be 09:00 to 17:00*

Select the Work Type for the hours from the drop down menu if not hours worked

Note: To enter hours against other work types click on the  to open additional lines

To copy hours entered in the first day of the pay period to every day (except weekends) click on the Copy Down feature 

Enter Allowances, Notes, Upload Documents and answer the WHS questions as required.

Once you have finished in the timesheet screen you have 4 options

Save	Timesheet will be saved and can be amended before submitting
Close	Screen will be closed and no changes saved
Save & Submit	Timesheet will be submitted to host for approval
Submit & Approve	Enables the Host to approve your timesheet 'on the spot'

If you did not work for the pay period you are still required to submit a timesheet. To submit a timesheet for no hours worked, leave the timesheet hours blank and tick the '**I did NOT work this period**' check box and click **Save and Submit**

Record of Induction Participation Checklist

Inductee's Name: _____

Date of Induction: / /

Facilitator's Name: _____

This Induction Checklist serves as a record of each element in the Induction Process being completed. References to sections denote the relevant clause to be discussed in this handbook (EH) and/or the employment contract (EC), or as otherwise indicated. Please have the apprentice initial the appropriate box as each step is finalised to indicate their understanding of the requirements.

1. Contents

2. Plumbing Industry

Topic	References	App Initial
Industry Information, training pathway, future career prospects	Training Pathway Charts – website	
License Obligations – Fit & Proper Person, Police Check, WWC, requirement to notify MPA if circumstances change	Application form EC 7.1 e; EH 6 & 6.1 Child Safety Policy	

3. Master Plumbers and Plumbing Apprentices Queensland, PAQ and the GTO

Topic	References	App Initial
About the employer MPA.	EH 2 & EH3	
About the GTO, how the scheme works & our obligations <ul style="list-style-type: none"> - Code of Conduct - Access & Equity - Obligations, Roles & Responsibilities - Role of Field Officer 	EH 3.2 EH 9 & website EH 11 & website EH 4 & ASTA EH 4.4	

4. Roles and Responsibilities

Topic	References	Initial
Indentured employment linked to training contract for duration of apprenticeship	EC 18	
Apprentice rights & responsibilities governed by: <ul style="list-style-type: none"> - Training Contract - Employment Contract - Policies & Procedures - Host Requirements/Policies & Procedures - Law 	EH 4.2 – simple explanation Refer to binding nature of provisions & requirements to be explained. Policies on website	
Host Employer Arrangements <ul style="list-style-type: none"> - Placement - Rotation - Return from Host Employer 	EC 12; 13; 14 & 16 EH 4.3 EH 8.4 EH 8.4 & 8.5	

- Lawful and Reasonable Directions	EH 9.15	
- Presentation & Appearance	EH 9.12 & EC 16	
- Attendance & Punctuality	EH 9.11	

5. Employment Conditions & Training Contract

Topic	References	Initial
Position Description	MPA Website	
Employment Contract - Sign and return	EC & EH7.1	
Probationary Period	Training Contract & EH 6.2	
Role of ACAP - Sign and explain Training Contract	EH 4.6 & EH 5	
Role of State Training Authority	EC 30 & EH 4.5	
Award/PAQ EBA (as applicable) base rate of pay - Allowances - More generous entitlements at MPA than Award in some circumstances (as if all finished year 12)	PAQ Wage Cheat Sheet; EH 7.2; EH 7.3; EH 7.4 & EH 7.5	
National Employment Standards	Fair Work Information Sheet; EH 7.6	
Host Employer Site Rates - Must not rely on payment above base rate of pay - Must not refuse a placement if wage rates change	EH 7.5 EC 13.1 & EC 12	
Tools	EH 8.3	
Hours of work	EC 10; EH 7.3	
Leave Policy and Procedure - Requirement to take leave during shut down periods - Personal/Sick/Carers leave medical certification requirements	EH 7.7; Leave Form EC 23 EH 7.6 & EH 7.7	
Timesheets - Complete example	EH 7.8: EH 7.9 Appendix 3	
Payment of Wages and Payslips	EH 7.10	
Personal Details	EH 7.11	

6. Your Apprenticeship

Topic	References	Initial
Training plan & specialisation ability	EH4.1 & Website	
Attendance at SRTO and Payment of fees - Procedure to obtain reimbursement	EC 11 Relevant Award	
Monitoring training progress - Competence at SRTO vs proficiency as trade qualified to work unsupervised - Host to assist in assessing workplace proficiency	EH 8.1; Training Plan & EC 5(a)	
Site Visits	EH 8.1	
Additional support available to facilitate completion	EH 8.2	
Management of Impact of stand down due to lack of work & downtime (hierarchy of actions)	EC 22: EC 23 &	

<ul style="list-style-type: none"> - Assistance with placement activities & payment of downtime – maximum duration - Attendance at Formal Training - Use RDO's and Annual Leave - Reduce time and rates of employment 	EH 8.5	
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7. Standard of Conduct & Behaviour/Code of Conduct

Topic	References	Initial
General Standard of Conduct & Behaviour	EH 9; Code of Conduct; EH 11	
Time and Attention	EC 9	
Mobile Phones	EH 9.3	
Motor Vehicles	EH 9.4	
IT Policy	EH 9.8	
Conflict of Interest	EH 9.5	
Confidentiality	EH 9.6	
Public Statements	EH 9.7	
Social Media and Electronic Communications	EH 9.9	
Intellectual Property	EH 9.10	
Attendance and Punctuality	EH 9.11	
Presentation and Grooming	EH 9.12	
No Smoking/Vaping	EH 9.13	
External Relationships	EH 9.16	
MPA & Host Employer's Assets	EH 9.14	
Interstate Travel / Overnight Stay	EH 9.17	

8. Fitness for Work

Topic	References	Initial
Drugs and Alcohol	EH 10.1	
Work Related Injury and Illness	EH 10.2; EH 15.1	
Non-Work Related Injury / Illness	EH 10.3	
Managing Injury / Illness	EH 10.4	
Temporary Absence due to Illness or injury	EH 10.4	
Fitness for Work Flowchart	EH Appendix 1	

9. Access to Policies & Procedures

Topic	References	Initial
Location of policies & procedures	MPA website & USB	
Discrimination, Harassment, Bullying Victimisation	EH 11	
Grievance policy and procedure	EH 12; policy & EH Appendix 2	
Privacy Policy	EH 16; website	
Performance Management Policy & suspension of training contract	EH 13; EH 14; policy & EC 24	
Work Health and Safety Policy	EH 15; policy	

10. Work Health and Safety Handbook

Topic	Comment	Initial
Work Health and Safety Handbook	Issued & Discussed	
If you are injured at work poster	Displayed & Discussed	

11. Hearing & Face Fit Tests

Topic	Comment	Initial
Hearing Pre-Employment Testing - Baseline	Discussed	
Hearing On-Going Hearing Testing (2years)	Discussed	
Face Fit Test – Initial Fit Test	Discussed	
Face Fit Test – On-Going (Annually)	Discussed	

12. Safety Hub Training

Topic	Comment	Initial
Pre-Induction Training	Discussed	
Ongoing Safety Hub Training	Discussed	

This signed Form is an accurate record of my participation in the MPMSAA Group Training Scheme Induction Programme.

INDUCTEE

NAME: **SIGNATURE:** **DATE:**

MPMSAA INDUCTORS:

GTS Manager - NAME: **SIGNATURE:**

GTS Field Officer - NAME: **SIGNATURE:**

GTS Payroll - NAME: **SIGNATURE:**

OHS Officer - NAME: **SIGNATURE:**

Completed Form to be returned to the MPMSAA Group Training Scheme Manager immediately after the Induction for record keeping, filing & updating in Workforce1.

Plumbing Apprentices Queensland	Document Control Register: EE022Q Employee Handbook 23032026
Issue Date: 23 March 2026	Scheduled Review Date: 23 March 2028
Version: 1.6	Document Owner: GTS Manager

